

CHAPTER 9
Reserved

CHAPTER 10
ENHANCED 911 TELEPHONE SYSTEMS

[Prior to 4/18/90, see Public Defense(601), Ch 10]
[Prior to 5/12/93, Disaster Services Division(607), Ch 10]

605—10.1(34A) Program description. The purpose of this program is to provide a funding mechanism for the implementation of enhanced 911 telephone systems. This program will enable the orderly development, installation, and operation of enhanced 911 emergency telephone systems. Under the provisions of Iowa Code chapter 34A, whether a joint 911 service board or 28E entity, as provided therein, is established, these rules shall apply.

605—10.2(34A) Definitions.

“*Access line*” means the telephone service line which connects a subscriber’s main telephone(s) or equivalent main telephone(s) to the telephone company’s switching office.

“*Alternate routing*” means selective routing which allows 911 calls to be routed to a designated alternative location if all incoming 911 lines to the primary PSAP are busy or if the primary PSAP closes down for a period.

“*Automatic call distributor (ACD)*” means equipment used to distribute large volumes of incoming calls in approximate order of arrival to call answerers not already working on calls or to “store” calls until a call answerer becomes available.

“*Automatic location identification (ALI)*” means a system capability that enables an automatic display of information defining a geographical location (e.g., a street address) of the telephone used to place the 911 call.

“*Automatic number identification (ANI)*” means a capability that enables the automatic display of the seven-digit number of the telephone used to place the 911 call.

“*Call answerer*” means the initial answerer of a 911 call.

“*Call detail recording*” means a written record by telephone number of all 911 calls received by a PSAP.

“*Called party hold*” means a telephone system feature that enables the PSAP to control the 911 call and to maintain a connection through the telephone system’s switching facilities (even if the 911 caller has hung up the telephone), or to permit the tracing of a call.

“*Call relay method*” means the 911 call is answered at the PSAP (where the pertinent information is gathered) and the call answerer relays the caller’s information to the appropriate public or private safety agency for further action.

“*Call transfer method*” means the PSAP call answerer determines the appropriate responding agency and transfers the 911 caller to that agency.

“*CCS*” means hundred second calls or the total amount of traffic in seconds divided by 100.

“*Central office (CO)*” means the smallest subdivision in the telephone system which has relatively permanent geographic service boundaries. A CO is also referred to as a wire center (a switching unit in a telephone system).

“*Centrex*” means a type of private branch exchange with the switching equipment as part of the telephone company’s central office. Centrex systems enable incoming calls to be dialed directly to an extension without an operator’s assistance and are often used to tie together numerous separate offices or locations. Outgoing intercom calls are dialed directly by the extension users. When making an emergency call from a Centrex telephone, it may be necessary to dial “9” before dialing the 911 emergency number.

“*Coin free access (CFA)*” means coin free dialing or no coin dial tone which enables a caller to dial 911 or “0” for operator on pay telephones without depositing money.

“*Control office*” (also called a tandem switcher) controls the switching of ANI and selective routing information to the PSAPs, provides standard ESS speed calling features, call transfer capability, and certain maintenance functions for each PSAP.

“*Data management system*” means a system of manual procedures and computer programs used to create, store and update the data required to provide selectively routed 911 service.

“*Default routing*” means a selective routing feature which allows 911 calls to be routed to a designated alternate location (the default PSAP) if the incoming 911 call cannot be selectively routed due to ANI failure, garbled digits, or other causes which may prevent selective routing.

“*Direct dispatch method*” means 911 call answering and radio dispatching functions for a particular agency are both performed at the PSAP.

“*Direct distance dialing (DDD)*” means telephone service which permits subscribers to dial their own long distance calls.

“*Direct inward dialing (DID)*” means an outside call dialed directly to an extension without going through the switchboard which serves an office, store, building, etc. (Centrex Service).

“*Direct outward dialing (DOD)*” means a reverse direction of DID, an extension user dials “out” without switchboard operator assistance.

“*Direct trunking*” means a telephone system design which will ensure the telephone line connection has no intermediate switching points between the originating CO and the PSAP.

“*Dispatch center/radio dispatch center*” means the location from which a public or private safety agency’s mobile units are dispatched.

“*Dispatcher*” means an individual who uses radio or other means to dispatch public or private safety agency’s resources. This person may or may not function as a 911 call answerer.

“*Display and transfer unit*” means a special console and associated common equipment that allows display of ANI numbers at the 911 call answerer’s position and is used by the call answerer to activate the fixed transfer or selective transfer features.

“*Electronic automatic exchange (EAX)*” means a modern central office with programmable telephone switching logic.

“*Electronic switching system (ESS)*” means a central office with programmable telephone switching logic.

“*Emergency call*” means a telephone request for service which requires immediate actions to prevent loss of life, reduce bodily injury, prevent or reduce loss of property and other emergency situations determined by local policy.

“*Emergency service number (ESN)*” means the definition of selective agencies which are served by a particular telephone number.

“*Enhanced 911 (E911)*” means the general term referring to emergency telephone systems with specific electronically controlled features, such as ALI, ANI, and selective routing, and which may use the MSAG geofile.

“*Enhanced 911 service area*” means the geographic area to be served, or currently served under an enhanced 911 service plan, provided that any enhanced 911 service area shall at a minimum encompass one entire county. The enhanced 911 service area may encompass more than one county and need not be restricted to county boundaries.

“*Enhanced 911 service surcharge*” means a charge set by the 911 service area operating authority and assessed on each access line which physically terminates within the 911 service area.

“*Exchange*” means a defined geographic area served by one or more central offices in which the telephone company furnishes services.

“*Exchange access service*” means telephone access lines or channels, which provide local access from the premises of a subscriber in this state to the local telecommunications network to effect transfer

of information. This definition is provided as a means of establishing the point at which the E911 telephone surcharge is applied.

“Extended area service (EAS)” means telephone service that allows subscribers in an exchange area to pay flat monthly or measured rates instead of long distance charges for calls to nearby exchange areas.

“Fixed transfer” means a selective routing feature which allows the call answerer to transfer 911 calls to secondary PSAPs by use of a single button. Each button corresponds to a designated secondary PSAP.

“Forced disconnect” means a telephone feature which allows the PSAP to break or disconnect a telephone connection and avoid caller jamming of 911 lines.

“Foreign exchange (FX)” means a telephone service which provides local telephone access from a central office which is outside (foreign to) the PSAPs exchange area.

“Functional specification” means a detailed description of system performance requirements.

“Grade of service” means the probability (P) expressed as a decimal fraction of a telephone call being blocked by busy lines. For example P.01 is the grade of service reflecting the probability that 1 call out of 100 calls will be uncompleted (or busy).

“Idle circuit tone application” means a telephone system feature which applies a distinctive tone to the 911 call answerer to indicate the calling party has hung up. This tone may indicate whether the calling party has hung up before or after the PSAP answers.

“Implementation” means the activity between formal approval of a 911 service plan and a given system design, and commencement of operations.

“Independents” means unregulated telephone companies providing service in various areas of the state.

“Joint 911 service board/joint E911 service board” means those entities created under the provisions of Iowa Code section 34A.3, which include the legal entities created pursuant to Iowa Code chapter 28E referenced in Iowa Code subsection 34A.3(3).

“Key telephone equipment” means an instrument that has the capability of multiple line terminations. Most telephones in offices which have six, ten, or more “buttons” are examples of key telephones. Each line can be accessed by depressing one of the buttons or “keys.”

“Local service area” means that area that can be called without incurring multmessage units or a toll charge.

“Main station” means a telephone that is connected directly to a central office and has a unique telephone number. It is not an extension station.

“Manual transfer” means a call routing feature which allows the call answerer to transfer an incoming call by pressing a single button and dialing either a telephone number or a two-digit speed calling code.

“Master street address guide (MSAG)” means the computerized geographical file which consists of all streets and address ranges within the E911 system area. This file is the key to the selective routing capability of E911 systems and requires constant updating after the initial file is established.

“Message unit” means the unit of measurement for charging for local message use based upon time and distance.

“Multiparty line” means a local subscriber line terminating on the switching equipment that serves two or more main subscriber locations.

“Network” means a series of points interconnected by communications channels. The switched telephone network is the network of telephone lines normally used for dialed telephone calls. A private line network is a network of communications channels confined to the use of one customer.

“911 CALL” means any telephone call that is made by dialing the digits 911.

“911 call answerer” means the initial answerer of a 911 call. This individual may or may not be a dispatcher.

“*911 system*” means a telephone system that encompasses a three-digit telephone number which automatically connects the emergency caller to a PSAP.

“*Nonrecurring costs*” means a one-time cost including, but not limited to, capital outlays, installation costs, plan preparation costs, referendum costs, and initial license to use subscriber names, addresses and telephone information.

“*One-button transfer*” means another term for a (fixed) transfer which allows the call answerers to transfer an incoming call by pressing a single button. For example, one button would transfer voice and data to a fire agency, and another button would be used for police—also known as “selective transfer.”

“*One-stage system*” means the same individual(s) at the PSAP answers the 911 calls and functions as a dispatcher.

“*Political subdivision*” means a geographic or territorial division of the state that would have the following characteristics: defined geographic area, responsibilities for certain functions of local government, public elections and public officers, and taxing power. Excluded from this definition are departments and divisions of state government and agencies of the federal government.

“*Primary PSAP*” means the initial answering location for 911 calls in a selectively routed 911 system.

“*Private branch exchange (PBX)*” means a telephone switchboard with many stations not individually identifiable to the telephone utilities switching network—also called a PABX.

“*Private line*” means a telephone line used only for communication between two points and which does not connect with the public telephone system.

“*Provider*” means a person who provides, or offers to provide, 911 equipment, installation, maintenance, or exchange access services within an enhanced 911 service area.

“*Public or private safety agency*” means a unit of state or local government, a special purpose district, or a private firm which provides or has the authority to provide fire fighting, police, ambulance, or emergency medical services.

“*Public safety answering point (PSAP)*” means a 24-hour local jurisdiction communications facility which receives 911 service calls and directly dispatches emergency response services or relays calls to the appropriate public or private safety agency.

“*Recurring costs*” means repetitive costs including, but not limited to, database management, lease of access lines, lease of equipment, network access fees, and all applicable maintenance costs.

“*Ringback*” means a telephone system feature that permits the answering point to ring the hung up telephone on a held circuit; this feature is useful when a calling party has failed to provide all necessary information to the answering point before hanging up.

“*Secondary PSAP*” means a location to which 911 calls are transferred from the primary PSAP.

“*Selective routing (SR)*” means an enhanced 911 system feature that enables all 911 calls originating from within a defined geographical region to be answered at a predesignated PSAP.

“*Serving central office*” means the telephone company’s central office area in which the PSAP is located.

“*Speed calling*” means dialing two digits which causes telephone equipment to automatically ring a predesignated seven-digit number.

“*Step-by-step (SxS)*” means any type of electromechanical switches used in central office switching equipment where the (dial) pulses cause vertical or horizontal movement of contact switches to select and connect the input to an output line; generally two to four “stages” of switches are used in a local office connection.

“*Subscriber*” means the entity in whose name the 911 surcharge is billed.

“*Switched network*” means a complex of diversified channels and equipment that automatically routes communications between the calling and called person or data equipment.

“*Switchhook status indication*” means a telephone system feature that allows the PSAP to monitor, by means of supervisory lamps, the status of a calling party being held, and indicates whether the calling party still is connected, is on hold, or has disconnected.

“*Tandem trunking*” means an arrangement where a telephone line connection has one or more intermediate switching points which are required or permitted (usually on a controlled dial pulse basis) before reaching the final destination (called party).

“*Tariff*” means a document filed by a telephone company with the state telephone utility regulatory commission which lists the communication services offered by the company and gives a schedule for rates and charges.

“*Telecommunications device for the deaf (TDD)*” means any type of instrument, such as a typewriter keyboard connected to the caller’s telephone and involving special equipment at the PSAP which allows an emergency call to be made without speaking—also known as a TTY.

“*Telephone line*” means a telephone line from a telephone utility’s central office that is connected to key or nonkey telephone equipment.

“*Telephone utility*” means any public utility which is engaged in the business of supplying the public with telephone or telephonic service or operating a telephone exchange.

“*Terminal equipment*” means telephone call answering and transfer equipment.

“*Trunk*” means a circuit used for connecting a subscriber in a central office to all other services in/out of the switching equipment (e.g., long distance trunk, operator trunk, recorded announcement trunk, etc.).

“*Two-stage system*” means the 911 call answering and radio dispatching functions are performed by separate individuals.

605—10.3(34A) Joint 911 service boards. Each county board of supervisors shall establish a joint 911 service board.

10.3(1) Membership.

a. Each political subdivision of the state having a public safety agency serving territory within the E911 service area is entitled to voting membership.

b. Each private safety agency, such as privately owned ambulance services, airport security agencies, and private fire companies, serving territory within the E911 service area is entitled to a non-voting membership on the board.

c. Public and private safety agencies headquartered outside and operating within an E911 service area are entitled to membership according to their status as a public or private safety agency.

d. A political subdivision which does not operate its own public safety agency, but contracts for the provision of public safety services, is not entitled to membership on the joint 911 service board, but its contractor is entitled to membership according to the contractor’s status as a public or private safety agency.

e. The joint 911 board elects a chairperson and vice chairperson.

f. The joint 911 board may expand its membership, after establishment by the county board of supervisors.

g. Rescinded IAB 5/12/93, effective 6/16/93.

10.3(2) Meetings.

a. The provisions of Iowa Code chapter 21, “Official Meetings Open to the Public,” are applicable to joint 911 service boards.

b. The joint 911 service boards shall conduct official meetings with a quorum of 51 percent of the voting members present.

605—10.4(34A) Referendum and surcharge.

10.4(1) The surcharge referendum may be initiated only by the joint 911 service board and shall be conducted in accordance with the provisions of Iowa Code section 34A.6. The surcharge is not a local option tax that can be presented to the voters under Iowa Code chapter 422B.

10.4(2) The following requirements shall be filed with the division before the surcharge may be imposed.

a. A copy of the “Abstract of Election” (Form 156-K) from each commissioner of elections, in each county or partial county included within the E911 service area, showing passage of the referendum allowing for the imposition of a surcharge for E911 service.

b. An E911 service plan for the proposed E911 service area approved by the joint 911 service board.

c. The name and telephone prefix number(s) for each telephone exchange and the number of access lines in each exchange eligible for collection of the surcharge for the E911 service area.

10.4(3) The following agencies, individuals, and organizations are exempt from imposition of the E911 surcharge:

a. Federal agencies and tax-exempt instrumentalities of the federal government.

b. Indian tribes for access lines on the tribe’s reservation upon filing a statement with the joint 911 service board, signed by appropriate authority, requesting surcharge exemption.

c. An enrolled member of an Indian tribe for access lines on the reservation who does not receive 911 service and who annually files a signed statement with the joint 911 service board that the person is an enrolled member of an Indian tribe living on a reservation and does not receive 911 service. However, once 911 service is provided, the member is no longer exempt.

d. Official station testing lines owned by the provider.

e. Individual subscribers to the extent that they shall not be required to pay on a single periodic billing the surcharge on more than 100 access lines, or their equivalent, in an E911 service area.

10.4(4) All other subscribers not listed above, that have or will have the ability to access 911, are required to pay the surcharge, if imposed.

10.4(5) Collection of a surcharge shall terminate at the end of 24 months if E911 service is not initiated for all or a part of the E911 service area as stated in Iowa Code subsection 34A.6(1). An extension may be granted by the administrator for good cause.

a. The administrator shall provide 100 days’ prior written notice to the joint 911 service board or the operating authority and to the service provider(s) collecting the fee of the surcharge collection termination.

b. Individual subscribers within the E911 service area may petition the joint 911 service board or the operating authority for a refund. Petitions shall be filed within one year of termination. Refunds may be prorated and shall be based on funds available and subscriber access lines billed.

c. At the end of one year from the date of termination any moneys not refunded and remaining in the E911 service fund and all interest accumulated shall be payable to the state disaster services division. Moneys received by the division shall be used only to offset the costs for the administration of the E911 program.

10.4(6) The surcharge shall terminate at the end of 24 months if the joint E911 service plan has not been approved by the administrator within 18 months of the original notice to the provider to impose the surcharge, and shall not be reimposed until a service plan is approved by the administrator and the administrator gives providers notice as required by Iowa Code subsection 34A.6(1).

605—10.5(34A) E911 service fund.

10.5(1) The joint E911 service board has the responsibility for the E911 service fund.

a. The E911 service fund shall be established in the office of the county treasurer.

b. Collected surcharge moneys and any interest thereon, as imposed in Iowa Code subsection 34A.6(1), shall be deposited into the E911 service fund. Surcharge moneys must be kept separate from all other sources of revenue utilized for E911 systems.

c. Withdrawal of moneys from the E911 service fund shall be made on warrants drawn by the county auditor supported by claims and vouchers approved by the chairperson or vice chairperson of the joint 911 service board or the appropriate operating authority, so designated in writing, and the county board of supervisors.

10.5(2) The E911 service funds shall be subject to examination by the division at any time during usual business hours. The joint 911 service board shall, no later than September 30 of each year, provide an annual accounting, to include dates of each expenditure, whether it was recurring or nonrecurring, revenues collected, and beginning and ending balance, of the E911 service fund, as established in subrule 10.5(1), for the previous fiscal year. E911 service funds are subject to the audit provisions of Iowa Code chapter 11. A copy of all audits of the E911 service fund shall be furnished to the division within 30 days of receipt. If through the audit or monitoring process the division determines that a joint 911 service board is not adhering to an approved plan or is not using funds in the manner prescribed in these rules or Iowa Code chapter 34A, the administrator may, after notice and hearing, suspend surcharge imposition and order termination of expenditures from the E911 service fund. The joint 911 board is not eligible to receive or expend surcharge moneys until such time as the administrator determines that the board is in compliance with the approved plan and fund usage limitations.

605—10.6(34A) Operating budgets.

10.6(1) Each joint 911 service board shall provide a copy, to the division, within 30 days of adoption, of the operating budget for the ensuing fiscal year for the fund as established under subrule 10.5(1).

10.6(2) The division shall, upon review of the operating budget, make necessary adjustments to the surcharge as provided in Iowa Code subsection 34A.6(5).

605—10.7(34A) Limitation on use of funds. Money in the E911 service fund, under rule 10.5(34A) may be used only to pay costs directly attributable to the provision of E911 telephone systems in accordance with Iowa Code chapter 34A.

605—10.8(34A) Enhanced 911 service plan.

10.8(1) Joint 911 service board shall be responsible for developing an E911 service plan as required by Iowa Code chapter 34A and as set forth in these rules. The plan will remain the property of the joint 911 service board. Each joint 911 board shall coordinate their planning with each contiguous joint 911 board. A copy of the plan and any modifications and addenda shall be submitted to:

- a. State emergency management division.
- b. All public and private safety agencies serving the E911 service area.
- c. All providers affected by the E911 service plan.

10.8(2) The E911 service plan, at a minimum, shall encompass the entire county. Each plan shall include:

- a. The mailing address of the county joint E911 service board.
- b. A list of voting members on the service board.
- c. A list of nonvoting members on the service board.
- d. The name of the chairperson and cochairperson of the service board.
- e. A geographical description of the enhanced 911 service area.
- f. A list of all public and private safety agencies within the E911 service area.
- g. The number of public safety answering points within the E911 service area.
- h. Identification of the agency responsible for management and supervision of the E911 emergency telephone communication system.
- i. A statement of estimated costs to be incurred by the joint 911 service board, including separate estimates of recurring and nonrecurring costs. These costs shall be limited to costs directly attributable to the provision of E911 service. The costs shall include the following:
 - (1) Item(s) or unit(s) of measurement, or both, and the associated tariff prices applicable in the development of the costs.
 - (2) Where tariff prices are not available, work papers showing the development of the costs by item(s)/unit(s) shall be included.

(3) Costs shall be justified as being directly attributable to the provision of E911 telephone communication service.

j. Information from telephone service providers detailing the current equipment operated by the provider to provide telephone service and additional central office equipment or technology upgrades, or both, necessary to implement E911 service.

k. The total number of telephone access lines by telephone company or companies having points of presence within the E911 service area and the number of this total that is exempt from surcharge collection as provided in subrule 10.4(3) and Iowa Code subsection 34A.6(3).

l. The estimated number of pay telephones within the E911 service area.

m. If applicable, a schedule for implementation of the plan throughout the E911 service area. A joint 911 service board may decide not to implement E911 service.

n. The total property valuation in the E911 service area.

o. Maps of the E911 service area showing:

(1) The jurisdictional boundaries of all law enforcement agencies serving the area.

(2) The jurisdictional boundaries of all fire-fighting districts and companies serving the area.

(3) The jurisdictional boundaries of all ambulance and emergency medical service providers operating in the area.

(4) Telephone exchange boundaries and the location of telephone company central offices, including those located outside but serving the service area.

(5) The location of PSAPs within the service area.

p. A block drawing for each telephone central office within the service area showing the method by which the 911 call will be delivered to the PSAP(s).

10.8(3) All plan modifications and addenda shall be filed with, reviewed, and approved by the division.

10.8(4) The division shall base acceptance of the plan upon compliance with the provisions of Iowa Code chapter 34A and the rules herein.

10.8(5) The division will notify, in writing within 20 days of review, the chairperson of the joint 911 service board of the approval or disapproval of the plan.

a. If the plan is disapproved the joint 911 service board will have 90 days from receipt of notice to submit revisions/addenda.

b. Notice for disapproved plans will contain the reasons for disapproval.

c. The division will notify, in writing within 25 days of review, the chairperson of the approval or disapproval of the revisions.

605—10.9(34A) Minimum operational and technical standards.

10.9(1) Each E911 system, supplemented with E911 surcharge moneys, shall, at a minimum, employ the following features:

a. ALI (Automatic Location Identification).

b. ANI (Automatic Number Identification).

c. Ability to selectively route.

d. Rescinded IAB 5/12/93, effective 6/16/93.

e. Rescinded IAB 5/12/93, effective 6/16/93.

f. Each PSAP shall provide two emergency seven-digit numbers arranged in roll-over configuration for use by telephone company operators for transferring a calling party to the PSAP.

g. Rescinded IAB 5/12/93, effective 6/16/93.

h. Rescinded IAB 5/12/93, effective 6/16/93.

i. The terminating trunks from the serving central office to the PSAP shall provide at least a P.01 grade of service and there shall be a minimum of two trunks.

j. The 911 trunking between central offices shall provide at least a P.01 grade of service and there shall be a minimum of two trunks.

k. The telephone company shall provide intercept of 911 calls from nonparticipating central offices contiguous to the 911 serving central offices whenever equipment arrangement code conflicts are not involved. Any cost associated with providing this service shall be borne by the provider to the extent that costs shall be included in the provider's costs for rate-making purposes to the extent it is reasonable and just under Iowa Code section 476.6.

l. The telephone company may take regular service measurements on the 911 terminating trunk group to determine the actual grade of service being experienced. These service measurements should provide a basis for corrective action which would achieve the objective grade of service. As necessary, the telephone company will provide the involved agencies with an appropriate report on the grade of service for the terminating line/trunk.

m. ANI and ALI information shall be maintained and updated in such a manner as to allow for a 95 percent or greater degree of accuracy.

n. Rescinded IAB 5/12/93, effective 6/16/93.

10.9(2) E911 public safety answering points shall adhere to the following minimum standards:

a. The PSAP shall operate 7 days per week, 24 hours per day, with operators on duty at all times.

b. The primary published emergency number in the E911 service area shall be 911.

c. All PSAPs will maintain interagency communications capabilities for emergency coordination purposes, to include radio as well as land line direct or dial line.

d. Each PSAP shall develop and maintain a PSAP standard operating procedure for receiving and dispatching emergency calls.

e. The date and time of each 911 emergency call shall be documented using a communications center log. Such logs shall be maintained for a period of not less than one year.

f. If a call transfer method of handling 911 calls is employed, a 99 percent degree of reliability of transferred calls from a PSAP to responding agencies shall be maintained. All transferred calls shall be announced and monitored by the PSAP operator to ensure that the call has been properly transferred.

g. PSAPs not employing the transfer method of handling 911 emergency calls shall use the call relay method. Information shall be exchanged between the PSAP receiving the call and an appropriate emergency response agency or dispatch center having jurisdiction in the area of the emergency. In no case during an emergency 911 call shall the caller be referred to another telephone number and required to hang up and redial. The call relay method shall also prevail in circumstances where emergency calls enter the 911 system (whether by design or by happenstance) from outside the E911 service area.

h. Access control and security of PSAPs and associated dispatch centers shall be designed to prevent disruption of operations and provide a safe and secure environment of communication operations.

i. PSAP supervision shall ensure that all telephone company employees, whose normal activities may involve contact with facilities associated with the 911 service, are familiar with safeguarding of facilities' procedures.

j. Emergency electrical power shall be provided for the PSAP environment that will ensure continuous operations and communications during a commercial power outage. Such power should start automatically in the event of power failure and shall have the ability to be sustained for a minimum of 48 hours.

k. The PSAP shall make every attempt to disallow the intrusion by automatic dialers, alarm systems, or automatic dialing and announcing devices on a 911 trunk. If intrusion by one of these devices should occur, those responsible for PSAP operations shall make every attempt to contact the responsible party to ensure there is no such further occurrence.

l. Each PSAP shall be equipped with an appropriate telecommunications device for the deaf (TDD) in accordance with 28 CFR Part 35.162, July 26, 1991.

10.9(3) Telephone service providers.

a. The PSAP shall be notified of service interruptions in accordance with the provisions of Iowa Administrative Code 199—22.6(1)“c.”

b. All telephone companies providing E911 service shall submit separate itemized bills to the joint 911 service board or PSAP operating authority.

c. The telephone company shall respond, within a reasonable length of time, to all appropriate requests for information from the joint 911 service board or operating authority and shall comply with the provisions of Iowa Code section 34A.7.

605—10.10(34A) Waivers, variance request, and right to appeal.

10.10(1) All requests for variances shall be submitted to the administrator in writing and shall contain the following information:

a. A description of the variance(s) or waiver being requested.
b. Supporting information setting forth the reasons the variance is necessary.
c. A resolution or copy of minutes of the joint 911 service board meeting which authorizes the application for a variance or waiver.

d. The signature of the chairperson of the joint 911 service board.

10.10(2) The administrator may grant a waiver or variance based upon the provisions of Iowa Code chapter 34A or a demonstration of either or both of the following:

a. The equipment of the serving telephone utilities is of such design or state of repair that it is not possible or practical to design an enhanced 911 telephone system that conforms to established design standards. A written statement from an official of the telephone company or company involved is required, explaining in detail why the company cannot comply with required standards.

b. The cost to local government to include areas required to comply with these rules would impose an unrealistic financial burden upon the taxpayers of the county.

10.10(3) Upon receipt of a request for a waiver/variance, the administrator shall evaluate the request and schedule a review within 20 working days of receipt of the request. Review shall be informal and the petitioner may present materials, documents and testimony in support of their request. The administrator shall determine if the request meets the criteria established and shall issue a decision within 15 working days. The administrator shall notify, in writing, the petitioner of the acceptance or rejection of the petition. If the petition is rejected, such notice shall include the reasons for denial.

605—10.11(34A) Administrative hearings and appeals.

10.11(1) Division decisions regarding the acceptance or refusal of an E911 service plan, in part or in whole, the implementation of E911 and the imposition of the E911 surcharge within a specific E911 service area may be contested by an affected party.

10.11(2) Request for a hearing shall be made in writing to the division within 30 days of the division's mailing or serving a decision and shall state the reason(s) for the request and shall be signed by appropriate authority.

10.11(3) The administrator shall schedule a hearing within 10 working days of receipt of the request for hearing. The administrator shall preside over the hearing at which time the appellant may present any evidence, documentation, or other information regarding the matter in dispute.

10.11(4) The administrator shall issue a ruling regarding the matter within 15 working days of the hearing. The ruling by the administrator shall be final.

These rules are intended to implement Iowa Code chapter 34A.

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CHAPTERS 11 to 99
Reserved